

ComEd Presentation at Performance/Tracking Metric Workshop



An Exelon Company

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October 13, 2021

Framework for Metric Development

"Performance metric means a manner of measurement for a particular utility activity."
PUA 16-108.18(e)

Framework

Good metrics should be Specific, Measurable, Achievable, Relevant and Time-bound^[1], therefore, they must:

- ☐ Meaningfully create value for customers and support the goals of the state
- ☐ Be clearly defined, measurable, and unambiguous
- ☐ Have a sensible baseline
- ☐ Be actionable, and within the control of the utility
- ☐ Align with better utility operations and efficiency
- ☐ Include adequate lead time to develop, prepare, and establish baseline
- ☐ Allow for reasonable exemptions due to unforeseeable events (force majeure)

Guideposts

Metric discussions should consider:

- ☐ Unintended consequences: Should be mindful that performance metrics may shift resources and focus away from other important areas
- ☐ Technology agnostic: Metrics should be technology agnostic as much as possible
- ☐ Metrics paradox: Situations where achieving one metric necessarily means giving up or failing on others
- ☐ Data availability: Metrics should be quantified using reasonably available data, without disclosing proprietary and sensitive information

[1] Doran, G. T. (1981). "There's a S.M.A.R.T. Way to Write Management's Goals and Objectives", *Management Review*, Vol. 70, Issue 11, pp. 35-36.